



Job Ref. No. **JLIL140**

Position: **Servicing Officer**

Jubilee Insurance was established in August 1937, as the first locally incorporated Insurance Company based in Mombasa. Jubilee Insurance has spread its sphere of influence throughout the region to become the largest Composite insurer in East Africa, handling Life, Pensions, General and Medical Insurance. Today, Jubilee is the number one insurer in East Africa with over 450,000 clients. Jubilee Insurance has a network of offices in Kenya, Uganda, Tanzania, Burundi and Mauritius. It is the only ISO certified insurance group listed on the three East Africa stock exchanges – The Nairobi Securities Exchange (NSE), Dar es Salaam Stock Exchange and Uganda Securities Exchange. Its regional offices are highly rated on leadership, quality and risk management and have been awarded an AA- in Kenya and Uganda, and an A+ in Tanzania. For more information, visit www.JubileeInsurance.com.

We currently have an exciting career opportunity for **Servicing Officer** within **Jubilee Life Insurance Limited**. The position holder will report to the **Manager – Group Life Servicing** and will be based at Head Office in Nairobi.

Role Purpose

The role holder plays a vital role in ensuring the smooth and efficient servicing of group life insurance policies. They are responsible for managing the administrative tasks related to group life insurance policies, providing exceptional customer service to policyholders, and ensuring compliance with regulatory requirements.

Main Responsibilities

1. **Policy Administration:** Handle the day-to-day administration of group life insurance policies, including policy setup, maintenance, and termination. Process policy changes, updates, and endorsements accurately and within the agreed timelines.
2. **Customer Service:** Serve as the main point of contact for policyholders, brokers, and internal stakeholders regarding group life insurance policies. Respond promptly and professionally to inquiries, resolve policy-related issues, and provide accurate and comprehensive information.
3. **Policy Renewals:** Coordinate and manage the renewal process for group life insurance policies. Prepare renewal documentation, communicate renewal terms to policyholders, and ensure timely policy renewals.
4. **Claims Support:** Collaborate with the claims department to facilitate the processing and settlement of group life insurance claims. Review claim documentation, gather required information, and provide support to policyholders throughout the claims process.
5. **Compliance and Documentation:** Ensure compliance with internal policies, procedures, and regulatory requirements related to group life insurance. Maintain accurate and up-to-date policy records, documentation, and databases.
6. **Reporting and Analysis:** Generate and analyze reports related to group life insurance policies, including policy performance, renewal rates, claims data, and customer satisfaction. Identify trends, insights, and areas for improvement.
7. **Relationship Management:** Build and maintain positive relationships with policyholders, brokers, and other external stakeholders. Liaise with underwriters, actuaries, and other internal departments to ensure efficient policy servicing and resolution of issues.

Key Competencies

1. Excellent communication and interpersonal skills.
2. Strong attention to detail and accuracy.
3. Customer-focused mindset and ability to provide exceptional service.
4. Proficiency in insurance policy administration and processes.
5. Analytical thinking and problem-solving abilities.
6. Time management and organizational skills.
7. Ability to work independently and collaboratively in a team environment.
8. Knowledge of group life insurance products and industry regulations

Qualifications

1. Bachelor of Commerce, Bachelor of Science in Actuarial Science or any other related field.
2. Professional certifications in insurance (e.g., LOMA) are advantageous.

Relevant Experience

1. Minimum of 4 years' relevant experience in a similar position.

**If you are qualified and seeking an exciting new challenge,
Please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and
Position by 11th June 2023.
Only shortlisted candidates will be contacted.**